

**RETURN POLICY:**

No merchandise may be returned without written prior authorization from **Beghelli USA**. At **Beghelli USA's** discretion, Emergency lighting and exit signs shown in the current catalog can be returned for credit provided they are in unused, in mint condition and are in the original, factory sealed packaging. Requests to return product must be made with one of our agents for transmittal to **Beghelli USA** within 12 months from the date of shipment by us. When requesting the RGA, the purchaser's name, original purchase order number and reason for request must be submitted. RGAs are valid for 30 days. Returned goods must be received by **Beghelli** within the 30 days or the RGA becomes void. Transportation charges must be prepaid. To preserve the return, all returned product must be properly packed to prevent shipping damage. The factory issued RGA number must be clearly marked and visible on the exterior packaging. Goods returned without a valid RGA cannot be accepted and will be redirected to the purchaser, at the purchaser's expense. If a part is damaged or lost during transit, the purchaser is responsible for directing a claim to the carrier.

All stock products containing time sensitive components that have reached the end of their warranty or shelf life are not returnable. All component parts, batteries, lamps non-stocking, special, custom made and modified products are not returnable. Outdated or phase-out stock products are also non-returnable. Returned goods that are not defective are subject to a standard restocking fee. All product returns are subject to inspection and approval. Returned goods that are not defective are subject to a standard minimum restocking fee of 35%.

**RGA PROCEDURE:**

- **SHIPMENTS:** Inspect all shipments immediately upon receipt.
- **CONCEALED SHORTAGES:** Concealed shortages must be reported within 5 business days of receipt.
- **MISSING CARTONS:** Missing boxes of a multiple box shipments must be reported within 2 business days of receipt. You may accept the partial shipment by making a notation with the shipping carrier that the shipment is not complete. We will not issue a credit if all boxes are signed for or accepted.
- **DAMAGED SHIPMENT:** The receiver must notify the shipping carrier at the time of receipt that the shipment is being accepted with "damaged" cartons. No credit will be given if the carrier was not notified at delivery. If upon inspection the goods are unacceptable, **Beghelli USA** must be notified within 72 hours or three business days. **Beghelli USA** will issue an RGA for unusable products. Upon receipt of the goods in the original shipping carton, we will issue credit or a replacement. We must receive the original shipping carton.
- **MIS-SHIPMENT:** Any over or incorrect shipments must be reported to **Beghelli USA** within 72 hours or three business days. We will issue an RGA and a replacement order. A credit will be issued upon receipt of the original product.
- **REFUSED OR RE-DIRECTED SHIPMENT:** Purchaser will be responsible for any and all shipping charges incurred by **Beghelli USA**.

### **RETURN AUTHORIZATION PROCESS:**

All Returns must follow the RGA process. Contact Customer Service for a RGA Request Form. Complete the form providing all necessary information. Incomplete forms will not receive an authorization number.

- Fax (954.438.4558) or e-mail completed form to your Customer Service Specialist along with a copy of the invoice and/or purchase order showing purchase date of product being returned.
- **Beghelli USA** will fax back or e-mail an RGA number within 72 hours. RGA numbers are valid for 30 days only. Any product returned after that time will be refused.
- Credit will issued within 30 days of receipt.
- Ship approved product returns to **Beghelli USA** at purchasers expense via prepaid freight with the RGA # clearly visible on the exterior of the shipping cartons.
- Insert a copy of the approved RGA into the carton. This will act as the packing list. **Beghelli USA** will notify the Rep Partner of any discrepancies.
- Product received but no on the original RGA request will become property of **Beghelli USA**.
- Any unmarked cartons (without an RGA number) will b e refused.

Once the merchandise is received, **Beghelli USA** will inspect all goods and determine action:

### **CUSTOMER ERROR OR RETURN TO STOCK REQUEST**

- All Return-to-Stock products will be inspected. If product meets the criteria as stated in the Return Policy, credit will be issued with the following applicable restocking fees based on purchase date:
  - o 1-180 days 35% Restocking Fee
  - o 181-360 days, 50% Restocking Fee
- Product billed at lot prices will be credited proportional to lot price.
- All credited commissions and overages will be debited from future commissions.
- If product is damaged or does not meet the criteria for eligible returns, the product will be returned at the purchaser's expense. NO CREDIT WILL BE ISSUED.

**RGa REQUEST FORM:**

1. Please complete the RGA Request Form with detailed descriptions of the nature for return and/or problem.
2. FAX or E-MAIL this completed RGA Request form with a copy of the original Purchase Order AND Invoice to: 954.438.4558 or returns@beghelliusa.com.
3. All RETURNING product Part Numbers must match with the original Purchase Order and Invoice.

Complete this form and FAX or E-mail to your Customer Service Specialist WITH a copy of original PURCHASE ORDER and INVOICE

<b>Purchaser Name:</b>	
<b>Rep Partner Name and Location:</b>	
<b>Rep Phone:</b>	<b>Fax:</b>
<b>Contact person:</b>	<b>Date Faxing This form:</b>

For RGA use ONLY:

QTY	BEGHELLI PART NUMBER	PURCHASE ORDER NUMBER & DATE	INVOICE # & Date	REASON FOR RETURN/DETAILED NATURE OF PROBLEM ("Not Working" is unacceptable)

**NOTES FOR SPECIAL REQUESTS:**

**TO BE COMPLETED BY **Beghelli USA:****

**RGa#**

**TOTAL PIECES**

AUTHORIZED BY \_\_\_\_\_

All product returns must be properly packaged, with RGA No. clearly visible on cartons and shipped prepaid to:

**Beghelli USA**  
**Attn: Returns**  
**3250 Corporate Way**  
**Miramar, FL 33025**  
**FAX: (954) 433-4921**